

>>> NEWSLETTER <<<

MO CRISIS SERVICES


988 SUICIDE & CRISIS
LIFELINE
MISSOURI

Crisis Spotlight

Behavioral Health Crisis Center opens in Festus, MO in September. Click [HERE](#) to find all BHCC locations in MO.

Check out the [MO 988 Coloring Book](#)

**SOMEONE
TO TALK TO**



988 Suicide &
Crisis Lifeline

**SOMEONE TO
RESPOND**



Mobile Crisis
Response Teams

**SOMEWHERE
TO GO**



Behavioral Health
Crisis Centers

CORE CRISIS SERVICES IN MISSOURI

- >>> 988 SUICIDE AND CRISIS LIFELINE
- >>> MOBILE CRISIS RESPONSE TEAMS
- >>> BEHAVIORAL HEALTH CRISIS CENTERS

ACTION CORNER

HOW DO YOU PLAY A ROLE? LOOK IN THIS CORNER EVERY NEWSLETTER TO LEARN HOW YOU CAN TAKE ACTION AND HELP SOMEONE IN CRISIS.

SHARE THIS QUARTER'S NEWSLETTER

SEND OUT THE NEWSLETTER TO YOUR DISTRIBUTION LISTS. SHARE IT ON SOCIAL MEDIA. CRISIS SERVICES ARE FOR ANYONE, ANYWHERE, ANYTIME.

STAY INFORMED

VISIT THE [MISSOURI 988 WEBSITE](#) OR THE [U.S. SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION \(SAMHSA\) 988 WEBPAGE](#).

988 Providers



988 DATA - A YEAR AT A GLANCE

Since the launch of 988 in July of 2022, Missouri has continued to rank in the top 10 of all states when looking at 988 data. Check out the table below for updated monthly data.

CALLS ANSWERED IN MISSOURI

October 2023	3,992
November 2023	3,678
December 2023	5,481
January 2024	5,243
February 2024	5,872
March 2024	6,444
April 2024	6,340
May 2024	6,772
June 2024	6,680
July 2024	8,108
August 2024	7,452
September 2024	8,039

IN-STATE CALL ANSWER RATE

October 2023	94%
November 2023	94%
December 2023	93%
January 2024	94%
February 2024	93%
March 2024	93%
April 2024	94%
May 2024	94%
June 2024	92%
July 2024	93%
August 2024	94%
September 2024	94%

CALL AVERAGE SPEED TO ANSWER

October 2023	:14
November 2023	:15
December 2023	:17
January 2024	:17
February 2024	:15
March 2024	:14
April 2024	:14
May 2024	:14
June 2024	:15
July 2024	:19
August 2024	:18
September 2024	:16

GEOROUTING UPDATES

SAMHSA has announced that georouting for the 988 Lifeline has launched! T-Mobile & Verizon are both live now and AT&T will go live later this year.

How Will Georouting Work?

When callers dial 988 from a wireless carrier that has implemented georouting, they will be routed to a nearby crisis center. If georouting is not active for a caller's carrier, the call will still be routed based on the first six digits of their phone number, which may not reflect their current location.

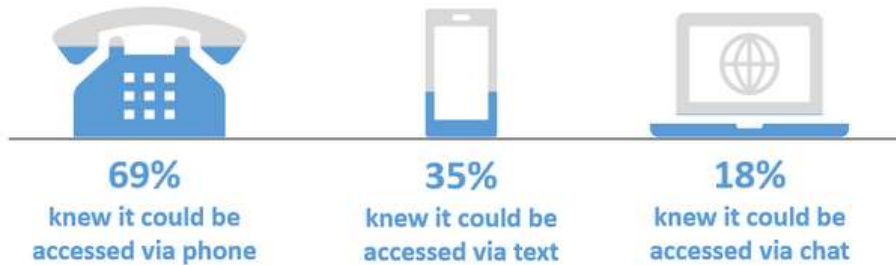
[Read the DHHS 988 georouting press release](#)

The 988 network will not have access to exact location details, ensuring callers' information remains confidential. SAMHSA is committed to assisting all U.S. wireless carriers, including smaller ones, to implement georouting. After major carriers activate georouting, SAMHSA will share successful strategies to ensure broader accessibility.

MISSOURI 988 AWARENESS SURVEY

IN MAY 2024, DMH CONTRACTED WITH THE MISSOURI INSTITUTE OF MENTAL HEALTH (MIMH) TO CONDUCT A SURVEY EXPLORING ADULT MISSOURIANS' AWARENESS AND KNOWLEDGE OF THE 988 LIFELINE. A TOTAL OF 988 MISSOURIANS COMPLETED THE SURVEY. TELEVISION AND WORD OF MOUTH WERE THE MOST COMMONLY SELECTED SOURCES OF KNOWLEDGE ABOUT 988. A FOLLOW-UP SURVEY WILL BE ADMINISTERED IN 2025. FIND SOME KEY FINDINGS FROM THE SURVEY BELOW.

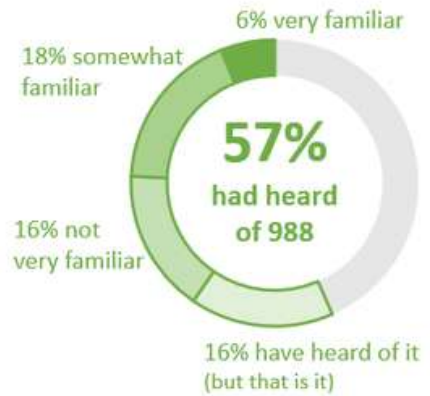
For more information or the full report regarding the survey, please reach out to Kailey Reeves at Kailey.Reeves@dmh.mo.gov



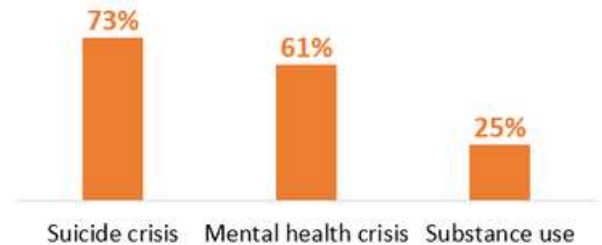
Younger respondents were more familiar with and knowledgeable about 988 than older respondents.



Black respondents were more familiar with and overall knowledgeable about 988 than white respondents.



When Participants Believed 988 Could Offer Support



In general, **familiarity and knowledge** of 988 **did not differ** across genders, but...

Male respondents were less likely to know that 988 could be **contacted by text or chat**.

Heterosexual respondents were less familiar with and knowledgeable about 988 than LGBTQ+ respondents.



In general, **familiarity and knowledge** of 988 **did not differ** between Veterans and non-military.



Southwest Missourians were the **least familiar with and knowledgeable** about 988.

Northwest MO was more aware that 988 could be used for **alcohol and drug-related concerns** than Central MO.

The survey was administered by YouGov, an international survey research firm. YouGov used a randomized survey panel that included Missouri residents 18 years and over.

FIRST ANNUAL 988 DAY

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➤➤➤ THE FIRST ANNUAL 988 DAY WAS ON SEPTEMBER 8, 2024, AND WAS A DAY TO RAISE AWARENESS OF THE 988 SUICIDE & CRISIS LIFELINE.



September is Suicide Prevention Awareness Month. Throughout the month, we will share information and resources that can help you to recognize the signs, provide support, and make a difference in your community.

#SuicidePreventionMonth
#988Missouri



Right click image to save.

Today is the first annual 988 Day - a day dedicated to spreading awareness of the 988 Suicide & Crisis Lifeline.

Anyone can call, text, or chat 988 for mental health and/or substance use support. There is no judgment, just help! Reach out 24/7 for free, confidential support.

#SuicidePreventionMonth
#988Missouri #988Day

MISSOURI WAS FEATURED ON THE NATIONAL 988 SOCIAL WALL



IF YOU HAVE ANY INFORMATION YOU WOULD LIKE TO BE INCLUDED IN THE NEWSLETTER, PLEASE EMAIL KAILEY.REEVES@DMH.MO.GOV